

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The following schedule outlines the Government's plan for ensuring contract performance; including maximum deductions which may be taken should deficiencies be found for the noted services. The Government shall, at its option, require corrective action or take a deduction from the monthly invoice. The contractor will be notified of any discrepancies found, and shall have an opportunity to respond to the deficiencies. The Government has the right to inspect services at any time. Any random inspection shall take into consideration the normally scheduled times and frequencies required for service performance. The Contractor is entitled to a joint monthly inspection each month. The Contractor shall coordinate with the Contracting Officer's Representative (COR) when a joint inspection is needed. The COR also may initiate a joint inspection, which will be coordinated with the Contractor Quality Control Representative or his/her designee.

Upon request the COR is entitled to review the results of the contractor's quality control program and internal inspections.

REQUIRED SERVICE	PERFORMANCE STANDARD	ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE	MAXIMUM DEDUCTION FOR DEVIATION
Remove Waste	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	6%
Wash Wastebaskets	Accomplish per specifications and frequency schedule	None	Random Sampling	2%
Low Cleaning	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
High Cleaning	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
Spot Clean Woodwork, Walls and Partitions	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
Clean Light Fixtures	Accomplish per specifications and frequency schedule	None	Random Sampling	3%
Sweep Floors, Hallways and Stairs	Accomplish per specifications and frequency schedule	3% of area swept	Random Sampling	5%
Floor Maintenance	Accomplish per specifications and frequency schedule	3% of area maintained	Random Sampling	8%
Mop Floors	Accomplish per specifications and frequency schedule	3% of area mopped	Random Sampling	6%

Vacuum Carpet	Accomplish per specifications and frequency schedule	3% of carpeted area	Random Sampling	6%
Shampoo Carpet	Accomplish per specifications and frequency schedule	1% of carpeted area	100% Inspection	5%
Clean/Refill Restroom Dispensers	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	7%
Clean Restroom Fixtures and Floors	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	8%
Wash Restroom Walls and Doors	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	5%
Glass Cleaning	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	2%
Wash Windows	Accomplish per specifications and frequency schedule	None	100% Inspection	8%
Clean Refrigerators	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Microwaves	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Oven/Range	Accomplish per specifications and frequency schedule	None	100% Inspection	2%
Clean Counters, Sinks and Fixtures	Accomplish per specifications and frequency schedule	1%	Random Sampling	4%
Entrance/Entrance mats maintenance	Accomplish per specifications and frequency schedule	1 defect per month	Random Sampling	2%